

# Parsons Grove Holiday Cottages Privacy Policy

Parsons Grove Holiday Cottages are committed to respecting and protecting the privacy of the users of our services.

This privacy policy relates to information collected on our website [www.parsonsgrove.co.uk](http://www.parsonsgrove.co.uk), via email, in writing or verbally.

Please check this policy regularly as we may change it if and when we add further sites or domains relating to Parsons Grove Holiday Cottages.

## **Our Privacy Policy is intended to let you know;**

1. When and how we collect information from you
2. What information is collected and how it is used
3. About consent and assurance
4. What security measures are in place to protect this information;
5. Your rights in relation to this information;
6. About Policy changes
7. How to contact us if you have any queries about this policy.

## **1. WHEN AND HOW WE COLLECT INFORMATION FROM YOU**

We collect data from you:-

- 1.1. when you make an enquiry via our website or via email directly to us at [parsonsgrove@btconnect.com](mailto:parsonsgrove@btconnect.com)
- 1.2. when you advise us that you are happy for us to send information to you in the future.
- 1.3. when you register your details on our website, via email, in writing or verbally
- 1.4. via data capture devices using cookies and studying which pages you have visited most frequently.

## **2. WHAT INFORMATION IS COLLECTED AND HOW IT IS USED**

The data we collect may be personal data and may include your name, e-mail address, credit or debit card number and expiry date. We may also ask for your telephone number to enable us to contact you in the event that a problem arises.

### ***Personal Information***

We will ask you for your name, address, email and telephone details, we will use this information to:

- 2.1. confirm bookings
- 2.2. contact you in the event of a problem
- 2.3. from time to time, we may also forward a newsletter to your email address. This would contain information on new features and services in relation to Parsons Grove Holiday Cottages

### ***Financial information***

If you wish to make a booking over the telephone we will require your credit or debit card number and expiry date in order that a deposit payment or full payment can be made.

- 2.4. Your financial information is used solely for this purpose.
- 2.5. As part of payment processing, your financial information will be passed to a credit card processing company. No record of your financial information will be held by us or otherwise by us following the processing of your payment.

- 2.6. The credit card processing company does not use, share, retain or store this information for any purpose, other than to process your payment for the above purpose.

### **Cookies**

- 2.7. Cookies provide information regarding the computer used by a visitor. We may use cookies where appropriate to gather information about your computer in order to assist us in improving our website.
- 2.8. Where used, these cookies are downloaded to your computer and stored on the computer's hard drive. Such information will not identify you personally. It is statistical data. This statistical data does not identify any personal details whatsoever
- 2.9. You can adjust the settings on your computer to decline any cookies if you wish. This can easily be done by activating the reject cookies setting on your computer.
- 2.10. Our advertisers may also use cookies, over which we have no control. Such cookies (if used) would be downloaded once you click on advertisements on our website.

### **3. CONSENT AND ASSURANCE**

- 3.1. By disclosing personal information to us you consent to the collection, storage and processing of information in the manner described in this Policy.
- 3.2. We will not make your personal information available to any third parties.

### **4. SECURITY MEASURES AND PROTECTION OF INFORMATION**

- 4.1. We use our best efforts to protect your information off-line
- 4.2. Our security procedures for storing and disclosing customer details conform with the Data Protection Act 1998 so as to prevent unauthorised access to it.
- 4.3. NO financial details are stored either in hard copy or on computer disc. Once financial information is used for its intended purpose you will be advised by email, in writing or verbally and it will be destroyed.
- 4.4. Your personal details will only be accessible to employees of Parsons grove Holiday Cottages who genuinely need to have access in order to perform their job.
- 4.5. The Site may, from time to time, contain links to other web sites. We are not responsible for the privacy practices of the owners and operators of these sites. We therefore encourage you to read the privacy statements and policies on each site to which you are asked to submit personal information.

### **5. YOUR RIGHTS IN RELATION TO THIS INFORMATION**

- 5.1. If you wish to change any of your personal information, please advise us by email or in writing.
- 5.2. You also have the opportunity and right to 'opt-out' of having your information used for purposes not directly related to Parsons Grove Holiday Cottages booking procedure at the point where we ask you for that information. For example, if you do not wish to receive newsletters, promotional emails or marketing material, simply advise us via email or in writing

### **6. POLICY CHANGES**

- 6.1. Please note that we reserve the right to change this policy at any time in the future, with or without notice. Should we decide to change the policy, we will post notification of the changes on 'about this Site' section on the left navigation bar.

### **7. QUESTIONS**

- 7.1. If you have any questions about this document or our procedures please contact us at [parsonsgrove@btconnect.com](mailto:parsonsgrove@btconnect.com)